

FACT SHEET

Why Should I Use an Interpreter? Why Should I use a Qualified Interpreter?

People who have limited English/French proficiency (LEP/LFP) are among the most vulnerable groups living in Canada, often experiencing high levels of unemployment, poor health and housing conditions. Language barriers are a key contributor to their low/declining access to appropriate human services.

Effective communication with people with LEP/LFP is possible through access to high quality interpreters. The human services sector has often responded to language barriers by using relatives, friends, untrained volunteers, untrained staff, etc. to interpret for a service user¹. However, there is growing consensus that the most effective way to deliver interpretation services is through the use of professional interpreters who:

- Are fluently bilingual individuals with appropriate training and experience;
- Are able to interpret with consistency and accuracy, and
- Adhere to the institutional standards of practice and ethical principles such as the National Standard Guide for Community Interpreting Services which can be found at <..\..\standards documents\National Standard Guide for Community Interpreting Services.pdf>).

¹ “Service User” and “Client” are used interchangeably in this document to refer to individuals with limited English/French language proficiency seeking services.